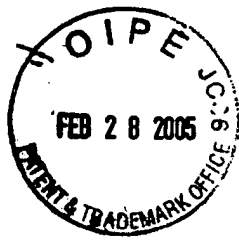


S/N 09/894,359



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Fain	Examiner:	Tieu
Serial No.:	09/894,359	Group Art Unit:	2642
Filed:	June 28, 2001	Docket No.:	20009.0162US01/BS00-218 (formerly 00772)

Title: System and Method for Providing a Call Back Option for Callers to a Call Center

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on February 24, 2005.

By: _____

Name: Jeramie J. Keys

AFTER ALLOWANCE COMMUNICATION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This communication is responsive to the Notice of Allowance mailed on Nov. 30, 2004. In the Notice of Allowability, the allowed claims appear to omit claim 20. Applicants assert that claim 20 is also in the allowed set. Additionally, the Notice of Allowability states that the originally submitted drawings are acceptable. However, formal drawings were submitted on February 14, 2002 and Applicants request that these formal drawings be substituted in place of the originally filed drawings.

Respectfully submitted,

Date: February 24, 2004

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Jeramie Keys, 42,724